

**D.C. OFFICE OF THE ATTORNEY GENERAL
GOVERNMENT OF THE DISTRICT OF COLUMBIA**



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 02-2015	POSITION TITLE: Program Support Assistant
POSITION GRADE & SERIES: CS-303-07	SALARY RANGE: ***DS- 07/01 – 07/02 \$39,827 - \$41,210 Per Annum
TOUR OF DUTY: 8:15 am – 4:45 pm Monday - Friday	OPENING DATE: October 10, 2014 CLOSING DATE: October 24, 2014
AREA OF CONSIDERATION: Open to the general public	PROMOTION POTENTIAL: None
WORKSITE LOCATION: Office of the Attorney General for the District of Columbia Support Services Division 441 4 th Street, N.W. Washington, D.C.	NO. OF VACANCIES: One (1)
DURATION OF APPOINTMENT: Career Service Appointment Permanent	

COLLECTIVE BARGAINING UNIT: This position is in the collective bargaining unit represented by AFSCME Local 2401 and you may be required to pay an agency service fee through direct payroll deduction.

BRIEF DESCRIPTION OF DUTIES: This position is located in the Office of the Attorney General, Support Services Division. The incumbent serves as the main receptionist for the agency, receives telephone calls and visitors to the office. Ascertains the nature of the calls or business of visitors and determines appropriate action. Responds to a variety of inquiries and refers inquiries to the appropriate office staff or to other organizations, as required. Personally handles many requests for information and resolves or assists in resolving a variety of conflicts that may arise. Receives and screens incoming correspondence and determines appropriate action. Determines those that can be acted upon personally and takes necessary action. Refers correspondence requiring supervisor's attention to supervisor or other appropriate staff person. Maintains control records on incoming correspondence and action documents and follow up on work in progress to ensure timely reply or action. Performs administrative, program and technical work to support the assigned program and its operations. Applies a clerical and technical administrative procedures, methods, and techniques to support managers, supervisors and specialist with handling time and attendance processes, procedures and confidentiality of personnel data associated with that task. The incumbent also provides assistant to the human resources staff by handling incoming calls for employment verification. The incumbent also works with human resources staff when asked to do copying, scanning and dissemination of information. The incumbent acts as the primary back-up to the agency's receptionist in the immediate office. The customer services that are performed in connection to the receptionist desk are held as major responsibilities. Provides timely, accurate and current information to appropriate officials concerning required reporting requirements. Utilizes a personal computer using specific programs to type, store and retrieve information and various other documents.

QUALIFICATIONS: Candidates must have at least one (1) year of Specialized Experience. Specialized Experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

Substitution of Education: A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application. Time-in-Grade Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

RANKING FACTOR #1: General knowledge of the mission, functions, responsibilities, and objectives of the assigned program is required.

RANKING FACTOR #2: Knowledge of general office automation software, practices and procedures.

RANKING FACTOR #3: Ability to communicate effectively, orally and in writing.

RANKING FACTOR #4: Ability to analyze facts, draw conclusions and recommend a course of action.

RANKING FACTOR #5: A qualified typist is required.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: Eligible's for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

EMPLOYMENT BENEFITS: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District applications, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

VETERANS PREFERENCE: Applicants claiming veteran's preference must submit official proof of the time of application.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

OTHER INFORMATION: A background investigation will be conducted.

HOW TO APPLY: Candidates may apply in person, or send a completed **DC 2000**, Employment application for the District of Columbia Government, to the office of the Attorney General for the District of Columbia, Human Resources section, Suite 1100S, located at Judiciary Square Bldg, 441 4th Street, N.W., Washington, D.C. 20001. Candidates may send applications via e-mail to: OAG.Recruitment@DC.GOV.

Resumes are not considered job applications, therefore, a DC-2000 must be submitted to receive consideration.

Resumes will be accepted **in addition to**, the DC- 2000. Inquiries related to employment and job applications should be directed to Doris Roseborough, Management Liaison Specialist (202) 724-7316. **To download Employment Application Form, DC-2000, visit our website at: www.oag.dc.gov.**

INFORMATION TO CANDIDATE: Application received outside the area of consideration and/or after the closing date will not be given consideration. For the purpose of employment, **resumes are not considered job applications**. Therefore to be considered all applicants must submit a **completed DC-2000 EMPLOYMENT APPLICATION**.

EEO STATEMENTS: The District of Columbia Government is an Equal Opportunity Employer.

EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation. Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

OFFICIAL JOB OFFERS ARE TO BE MADE ONLY BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL

